

1-800-BetsOff Help Line

Monthly Activity Report

August 2016

<u>Activity</u>	<u>#</u>	<u>Ave length</u>
Hotline Calls	430	2 min
Live Chat	9	6 min

<u>Day of Week</u>	<u>Hotline</u>		<u>Live Chat</u>	
Monday	41	10%	1	11%
Tuesday	86	20%	4	44%
Wednesday	85	20%	1	11%
Thursday	77	18%	1	11%
Friday	53	12%	1	11%
Saturday	53	12%	1	11%
Sunday	35	8%	0	0%

<u>Time of Day:</u>	<u>Hotline</u>		<u>Live Chat</u>	
Midnight - 8 a.m.	25	6%	1	11%
8 a.m. - Noon	120	28%	3	33%
Noon - 4 p.m.	139	32%	3	33%
4 p.m. - 8 p.m.	102	24%	0	0%
8 p.m. - Midnight	44	10%	2	22%

Primary Reason for call	Total Calls		Iowa		Out of State and Unknown		Live Chat	
	Hotline							
Casino banning	45	10%	9	2%	36	8%	2	22%
Gambler's Anonymous info	6	1%	3	1%	3	1%	0	0%
Need local # for treatment center	1	0%	1	0%	0	0%	0	0%
Other gambling related issue/?	1	0%	1	0%	0	0%	0	0%
Treatment inquiry for self	61	14%	26	6%	35	8%	0	0%
Treatment inquiry for other	28	7%	11	3%	17	4%	1	11%
*Sub-Total	142	33%	51	12%	91	21%	3	33%
Information about line	4	1%	2	0%	2	0%	0	0%
Media/Press	0	0%	0	0%	0	0%	0	0%
Casino info/buffet, etc.	146	34%	56	13%	90	21%	0	0%
Lottery issue/question	37	9%	25	6%	12	3%	0	0%
Other (wrong #, hang up, prank, etc.)	101	23%	27	6%	74	17%	6	67%
Sub-Total	288	67%	110	26%	178	41%	6	67%
GRAND TOTAL	430	100%	161	37%	269	63%	9	100%

Call Outcomes	Total		Iowa		Out of State and Unknown			
	Hotline						Live Chat	
Instructed to contact casino	150	34%	55	16%	95	28%	0	0%
Provided gambling assistance/counseling	14	3%	9	3%	5	1%	2	20%
Referred to IDPH/Website	3	1%	2	1%	1	0%	0	0%
Referred to Lottery	36	8%	24	7%	12	4%	0	0%
Referred to national #/out of state source	75	17%	0	0%	75	22%	1	10%
Referred to treatment provider	39	9%	39	12%	0	0%	0	0%
Supplied requested info	21	5%	10	3%	11	3%	1	10%
Sub Total	338	77%	139	32%	199	45%	4	40%
Unable to assist	0	0%	0	0%	0	0%	0	0%
Other (wrong #, hang up, prank, etc)	103	23%	28	6%	75	17%	6	60%
Sub Total	103	23%	28	6%	75	17%	6	60%
GRAND TOTAL	441	100%	167	38%	274	62%	10	100%

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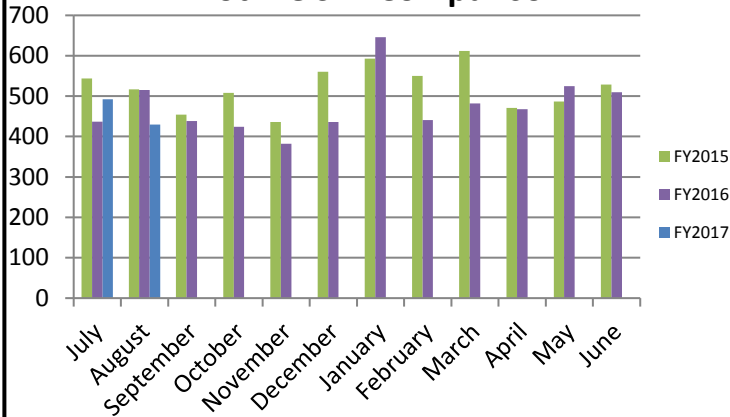
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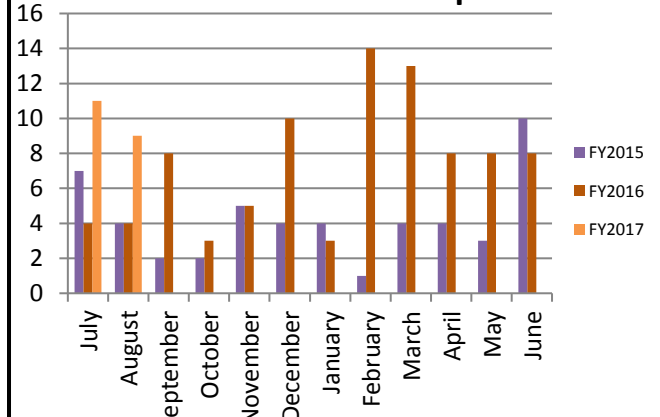
Agency detailed information

	Total Referrals			Warm Hand Off		
	Hot Line #	Live Chat #	Total	Attempted	Success	%
ADDS of Southeast Iowa	8	0	8	8	7	88%
Pathways	8	0	8	6	6	100%
Prelude	7	0	7	5	5	100%
Problem Gambling Recovery Services	1	0	1	1	1	100%
Community & Family Resources	3	0	3	3	3	100%
Family Services	5	0	5	4	4	100%
Jackson Recovery Center	2	0	2	2	2	100%
Compass Pointe	1	0	1	1	1	100%
Substance Abuse Services	2	0	2	2	2	100%
Prairie Ridge Treatment Center	2	0	2	1	1	100%
TOTAL	39	0	39	33	32	97%

Hotline SFY Comparison



Live Chat SFY Comparison



Where did you hear about hotline

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total
Not applicable	170	120											290
Billboard	8	4											12
Casino	223	228											451
Lottery	47	37											84
Radio	1	2											3
Refused to	0	0											0
TV	4	3											7
Website - Bets Off	25	24											49
Website - Other	0	1											1
Other	21	11											32